

Novell Identity Manager 3.5 Readme

Last updated March 19, 2007

This document contains the known issues for Identity Manager 3.5.

- ♦ Section 1, “System Requirements for Identity Manager 3.5,” on page 1
- ♦ Section 2, “Identity Manager Installation,” on page 5
- ♦ Section 3, “Setting Up a Database for the User Application,” on page 7
- ♦ Section 4, “User Application: User Interface,” on page 9
- ♦ Section 5, “User Application: Administration,” on page 12
- ♦ Section 6, “User Application: Performance,” on page 16
- ♦ Section 7, “Localization,” on page 17
- ♦ Section 8, “User Application Driver,” on page 18
- ♦ Section 9, “JBoss Application Server,” on page 18
- ♦ Section 10, “iManager,” on page 22
- ♦ Section 11, “Password Management,” on page 23
- ♦ Section 12, “Documentation,” on page 24
- ♦ Section 13, “Documentation Conventions,” on page 25
- ♦ Section 14, “Legal Notices,” on page 25

For additional documentation, see:

- ♦ Novell Identity Manager 3.5 Product Documentation Web site (<http://www.novell.com/documentation/idm35/>).
- ♦ Novell Designer 2.0 Product Documentation Web site (<http://www.novell.com/documentation/designer20/>).

1 System Requirements for Identity Manager 3.5

This section describes system requirements for Identity Manager 3.5:

- ♦ Section 1.1, “Supported Server Operating Systems,” on page 2
- ♦ Section 1.2, “Metadirectory Engine Platforms,” on page 3
- ♦ Section 1.3, “Java,” on page 3
- ♦ Section 1.4, “Administration Server Platforms,” on page 4
- ♦ Section 1.5, “Novell Audit,” on page 4
- ♦ Section 1.6, “Supported Browsers,” on page 4
- ♦ Section 1.7, “Application Server Platforms,” on page 4
- ♦ Section 1.8, “Database Platforms,” on page 5

1.1 Supported Server Operating Systems

Identity Manager 3.5 supports the server operating systems listed in [Table 1](#).

Table 1 Identity Manager 3.5: Supported Server Operating Systems

Server OS	32-Bit OS on 32-Bit Processor	32-Bit OS on 64-Bit Processor	64-Bit OS on 64-Bit Processor
NetWare® 6.5 SP6	yes	yes	N/A
OES 1.0 NetWare	yes	yes	N/A
Windows* NT	yes	yes	N/A
Windows 2000 Server	yes	yes	N/A
Windows Server 2003	yes	yes	In this release, Password Sync is supported but other components, including the Metadirectory Engine are not.
Red Hat* Linux* AS 3.0	yes	yes	N/A
Red Hat Linux AS 4.0	yes	yes	yes
SLES 8	yes	yes	yes
SLES 9	yes	yes	yes
SLES 10	N/A	yes	yes
OES 1.0 Linux	yes	yes	N/A
Solaris* 9	N/A	N/A	yes
Solaris 10	N/A	N/A	yes
AIX* 5.2L	N/A	N/A	yes
AIX 5.3	N/A	N/A	yes

32-bit processors for Linux (Red Hat and SLES), NetWare, and Windows operating systems:

- ♦ Intel* x86-32
- ♦ AMD* x86-32

64-bit processors for Linux (Red Hat and SLES), NetWare, and Windows operating systems:

- ♦ Intel EM64T
- ♦ AMD Athlon64
- ♦ AMD Opteron*

1.2 Metadirectory Engine Platforms

Identity Manager 3.5 supports the following Metadirectory engine platforms:

- ♦ NetWare 6.5 with the latest SP (with eDirectory™ 8.7.3 or 8.8.1).
- ♦ OES 1.0 NetWare SP2 (with eDirectory 8.7.3 or 8.8.1)
- ♦ Windows NT* (with eDirectory 8.7.3, 8.8 SP2, or Remote Loader)
- ♦ Windows 2000 Server SP (with eDirectory 8.7.3, 8.8.1, or Remote Loader)
- ♦ Windows Server 2003 SP (with eDirectory 8.7.3, 8.8.1, or Remote Loader)
- ♦ Red Hat Linux AS 3.0 (with eDirectory 8.7.3, 8.8, or Remote Loader)
- ♦ Red Hat Linux AS 4.0 64-bit edition (with eDirectory 8.7.3, 8.8.1, or Remote Loader)
- ♦ SLES 8 (with eDirectory 8.7.3 or Remote Loader)
- ♦ SLES 9 (with eDirectory 8.7.3, 8.8.1, or Remote Loader)
- ♦ SLES 10 (with eDirectory 8.8.1 or Remote Loader) (Xen* virtualization is not available.)
- ♦ OES 1.0 Linux (with eDirectory 8.7.3, 8.8.1, or Remote Loader)
- ♦ Solaris 8 (with eDirectory 8.7.3 or Remote Loader) (eDirectory 8.8.x is not supported on Solaris 8)
- ♦ Solaris 9 (with eDirectory 8.7.3, 8.8.1, or Remote Loader)
- ♦ Solaris 10 (with eDirectory 8.8.1 or Remote Loader)
- ♦ AIX 5.2L (with eDirectory 8.7.3, 8.8.1, or Remote Loader)
- ♦ AIX 5.3 (with eDirectory 8.8.1 or Remote Loader). IDM 3.5 will be validated on AIX 5.3 after eDirectory 8.8.2 ships.

Additional conditions for support are:

1. IDM 3.5 supports two eDirectory 8.8.x features:
 - ♦ Multi-instance
 - ♦ Encrypted attributes
2. IDM 3.5 does not support instances of eDirectory installed through the non-root installation mechanism.

1.3 Java

Identity Manager 3.5 requires the following, which are not included on the media:

- ♦ The User Application requires Java 5.0.10 to support digital signing and Cryptovision.
- ♦ On NetWare, the Metadirectory engine requires either JVM 1.4.2_06 with TZupdater patch applied (see https://secure-support.novell.com/KanisaPlatform/Publishing/173/3980430_f.SAL_Public.html (https://secure-support.novell.com/KanisaPlatform/Publishing/173/3980430_f.SAL_Public.html)) or JVM 1.4.2_13 or greater.

1.4 Administration Server Platforms

The administration server, iManager 2.6, requires one of the following platforms:

- ♦ NetWare 6.5
- ♦ OES 1.0 SP2 on NetWare
- ♦ Windows 2000 Server SP4
- ♦ Windows Server 2003
- ♦ Windows XP Professional SP2 (iManager workstation only)
- ♦ Red Hat Linux AS 3.0
- ♦ Red Hat Linux AS 4.0 64-bit edition (eDirectory 8.8.1 supports 64-bit Red Hat Linux AS 4.0)
- ♦ Red Hat Enterprise Linux Workstation (iManager workstation only)
- ♦ SLES 9 SP2
- ♦ SLES 10 (Code 10)
- ♦ SUSE[®] Linux 9.1 iManager workstation only
- ♦ SUSE Linux 9.3 iManager workstation only
- ♦ OES 1.0 SP2 on Linux
- ♦ Solaris 9
- ♦ Solaris 10

1.5 Novell Audit

Identity Manager 3.5 supports Novell[®] Audit 2.0.2.

1.6 Supported Browsers

The following browsers are supported in Identity Manager (both iManager plug-ins and the User Application):

- ♦ Internet Explorer 6 SP1
- ♦ Internet Explorer 7
- ♦ Firefox* 2

1.7 Application Server Platforms

Supported platforms for application servers include:

- ♦ SLES 9 SP2
- ♦ SLES 9 SP2 (included in OES SP2)
- ♦ OES 1.0
- ♦ SLES 10
- ♦ Windows 2000 Server
- ♦ Windows Server 2003
- ♦ Solaris 10

1.8 Database Platforms

Supported databases include:

MySQL* 5.0.x

Oracle* 9i

Oracle 10g

MS SQL 2005

2 Identity Manager Installation

The following section describes installation information, known issues, and available workarounds.

2.1 GUI Install fails on Solaris 9 and 10 when using eDirectory 8.8.1

The GUI install fails on Solaris 9 and 10 when using eDirectory 8.8.1. Workarounds include the following:

- ♦ Run the text-based installation program
or
- ♦ Use eDirectory 8.8.2, which contains the fix for this issue.

2.2 Special characters in password cause a schema extension problem during install

If your Identity Manager installation account password contains special characters, you might see the schema extension fail. You should install using a different account or change your password.

2.3 Unable to install Identity Manager on Linux if the source path contains a space

If you copy the Linux install directory to a location that contains a space in the path, the install fails when you run `install.bin`. We do not recommend using spaces in directory paths.

2.4 Install program sometimes loses text on the User Application configuration panel

In very rare situations, the text associated with some of the options on the User Application Configuration Panel might disappear when the panel is relaunched.

If you perform the following steps, you might see this problem:

- 1 Run `IdmUserApp.exe` to install the User Application.
- 2 Complete the JBOSS-MYSQL installation and continue with the Identity Manager installation.
- 3 In the User Application Configuration Panel, give the required information, then click *OK*.
- 4 In the summary window, click *Previous* to go back to the previous window.

5 Click *Next* in the window to relaunch the panel.

When the panel is displayed a second time, the input fields might not appear. This problem has only been reproduced on a Dell* Optiplex* GX260 with 1 GB of RAM.

2.5 Starting the configupdate utility in a silent install

If you start a silent installation remotely, the configupdate utility attempts to start in GUI mode and fails, reporting a `HeadlessException` message. To avoid this problem, add

```
-use_console true
```

to the command to run the configupdate script.

2.6 Configupdate script fails after adding files to the WAR

The `configupdate.sh` script fails after you manually add custom files to an `IDM.war`, if the WAR was created with the `jar` binary in `/usr/bin/jar` distributed in SLES 9. The error is:

```
DEBUG===WAR updating...java.util.zip.ZipException: invalid entry
compressed size (expected 16176 but got 16177 bytes) at
java.util.zip.ZipOutputStream.closeEntry(Unknown Source) at
java.util.zip.ZipOutputStream.putNextEntry(Unknown Source)
```

To solve or prevent the problem, use a newer version of the `jar` to create the WAR, as in this example: `/usr/lib/java/bin/jar -cvf IDM.war *`

2.7 Failed to set up clustering

The following warning message might appear when you start the User Application with the default JBoss server configuration:

```
WARN [TomcatDeployer] Failed to setup clustering, clustering
disabled. NoClassDefFoundError: org/jboss/cache/CacheException
```

If you chose the default configuration (single-node) during the User Application installation, you can disregard this message. This message comes from the JBoss Application Server. It indicates that although the Identity Manager User Application can support clustering, your chosen application server configuration does not support clustering.

2.8 Installing the JBoss application server and MySQL

MySQL and the JBoss Application Server are installed in a separate, independent procedure from the User Application install.

The User Application install procedure does not install MySQL or the JBoss Application Server. This statement applies to all the User Application install procedures: GUI, console, and silent. The User Application install procedure does present options to configure the User Application to use MySQL and JBoss.

Using the MySQL and JBoss Application Server install procedure in a Secure Shell (SSH) session is not supported. An attempt to install MySQL and JBoss in an SSH session yields the following error:

Invocation of this Java Application has caused an
InvocationTargetException. This application will now exit. (LAX)

Stack Trace:

java.awt.HeadlessException:

No X11 DISPLAY variable was set, but this program performed an
operation which requires it.

at java.awt.GraphicsEnvironment.checkHeadless(Unknown Source)

at java.awt.Window.<init>(Unknown Source)

at java.awt.Frame.<init>(Unknown Source)

2.9 Installing MySQL as a service

On Windows systems, you might prefer to run MySQL as a Windows service, so that it starts and stops automatically when the Windows system starts and stops. The Novell utility for installing MySQL does not provide this option. However, MySQL's own install procedure does provide this option: for information, see <http://dev.mysql.com/doc/refman/5.0/en/windows-start-service.html> (<http://dev.mysql.com/doc/refman/5.0/en/windows-start-service.html>).

3 Setting Up a Database for the User Application

This section describes requirements for setting up your database for use with the User Application.

3.1 Database must use character set with Unicode encoding

The User Application requires that the database character set uses Unicode encoding. For example, UTF-8 is example of a character set that uses Unicode encoding, but Latin1 does not use Unicode encoding. Before installing the User Application, verify that your database is configured with a character set that has Unicode encoding.

3.2 Setting up a MySQL database for the User Application

- 1 Install your MySQL server. Optionally, set the UTF-8 character set for the whole server.
- 2 Create your database and set the character set. Edit the mysql configuration file (`my.ini` on windows, or `my.cnf` on linux). Set the following values:

```
character_set_server=utf8
```

```
default-table-type=innodb
```

- 3 Create a user to log into the MySQL server and grant privileges to the user, for example

```
GRANT ALL PRIVILEGES ON <dbname.>* TO <username>@<host>  
IDENTIFIED BY 'password'
```

The minimum set of privileges is CREATE, INDEX, INSERT, UPDATE, DELETE, and LOCK TABLES. For documentation on the GRANT command, see <http://www.mysql.org/doc/refman/5.0/en/grant.html> (<http://www.mysql.org/doc/refman/5.0/en/grant.html>).

- 4 Consider increasing the following values in the MySQL configuration to improve database performance when many concurrent users are performing workflow activities:

```
table_cache
```

```
sort_buffer_size
```

```
innodb_buffer_pool_size
Innodb_log_file_size
innodb_log_buffer_size
```

3.3 Characters do not display correctly in the UI

If you notice that UI characters do not display correctly, ensure that your database supports the UTF-8 character set.

To determine the character set of a MySQL database:

- 1 Run MySQL Administrator against your MySQL server.
- 2 Choose *Startup Variables > Advanced*.
- 3 Determine if the Default Character Set is `utf8`.

If the character set is not `utf8`, edit the MySQL configuration file (`my.ini` on windows, or `my.cnf` on linux). Set the following values:

```
character_set_server=utf8
default-table-type=innodb
```

Also refer to the instructions on configuring the database character set in the Installing the User Application section in the *Identity Manager 3.5 Installation Guide*.

3.4 Setting up an Oracle database for the User Application

- 1 Create your Oracle server and use `AL32UTF8` to specify a Unicode-encoded character set. (See `AL32UTF8` (http://download-east.oracle.com/docs/cd/B19306_01/server.102/b14225/glossary.htm#sthref2039).)

- 2 Create a user. (This automatically creates a database.) Issue the following statements using the SQL Plus utility. These statements create the user and set the user's privileges, for example

```
CREATE USER idmuser IDENTIFIED BY password
GRANT CONNECT, RESOURCE to idmuser
```

Grant the user the following privileges:

```
CONNECT
RESOURCE
CREATE SEQUENCE
CREATE TABLE
CREATE VIEW
```

3.5 Setting up an MS SQL Server database for the User Application

- 1 Install the MS SQL server.
- 2 Connect to the server and open an application for creating the database and database user (typically the SQL Server Management Studio application).
- 3 Create a database.

SQL Server does not allow users to select the character set for databases. The IDM User Application stores SQL Server character data in NCHAR, NVARCHAR, or NTEXT column types, which support UTF-8.

- 4 Create a login.
- 5 Add the login as a user of the database.
- 6 Grant these privileges to the login: CREATE TABLE, CREATE INDEX, SELECT, INSERT, UPDATE, and DELETE.

4 User Application: User Interface

This section describes issues and workarounds for the User Application interface.

4.1 EboSecurityException when attempting to set a user available when an assignment was created by admin

A Team Manager can encounter a Security Exception when attempting to set a user available. This happens when delegate assignments exist that were not created by the Team Manager but by the Administrator, and the Team Manager attempts to set a team member available by using the Change Status of 'Available for All Requests.

To work around this issue, the Team Manager must remove each Team Availability setting individually. Doing this allows each one to be removed as if the dropdown option had been used.

4.2 Duplicate entry 'Welcome_IdentityMgrIntroMessagePortlet' for key 1" error when submitting workflows

If you encounter the following error:

```
2007-01-19 14:08:17,805 ERROR
[org.hibernate.util.JDBCExceptionReporter:error]
Duplicate entry 'Welcome_IdentityMgrIntroMessagePortlet' for key 1
2007-01-19 14:08:17,811 ERROR
```

The only action required is to refresh your browser. This error happens rarely, because of a race condition, when two or more users are requesting the same page or portlet simultaneously, on a newly started server. Portlets are registered during the initial request for the portlet, so if multiple requests happen simultaneously, the portal framework tries to execute multiple registrations, causing the above duplicate data error.

4.3 Search List portlet: Searches on multi-value attributes

If users perform a negative search (such as *does not contain*) for a multivalue attribute, the search returns the object only if none of the object's values match; not if just any of the values match the criterion. For example, you decide to perform a search for users with a phone number that does not contain the digits 203. If user1 had two phone numbers and one did include 203, then user1 is not returned as part of that search. For positive searches (such as *starts-with* or *contains*) for multivalue attributes, the search returns an object if any of its values for that attribute meet that criterion. For example, a search for users with phone number that contains 203 would return user1.

4.4 Home postal address not displayed correctly in the User Application

If you populate a user's home postal address in iManager using the *Other* tab, the User Application view of this address contains extra characters (delimiters). This is a known issue. Currently, the Identity Manager 3.5 User Application does not support the Postal Address Syntax (0.9.2342.19200300.100.1.39).

4.5 A resource request submitted anonymously generates exceptions on the My Tasks page

If a user submits a resource request anonymously, an exception might be generated on the server. The exception can occur if the user is logged in as the approver. When the user selects My Tasks, the following exception can occur on the server:

```
08:04:32,640 INFO [LogEvent] [Workflow_Started] Initiated by
GUEST_UID, Process ID: 9660c86d60b846e8b53437e538d84008, Process Name:
cn=AnonymousCreat
eNewUser,cn=RequestDefs,cn=AppConfig,cn=Pamela20070130,cn=testdrivers,
o=novell, Activity: start, Recipient: GUEST_UID, Secondary User: null
08:04:33,109 INFO [LogEvent] [Workflow_Forwarded] Initiated by System,
Process ID: 9660c86d60b846e8b53437e538d84008, Process Name:
cn=AnonymousCreate
NewUser,cn=RequestDefs,cn=AppConfig,cn=Pamela20070130,cn=testdrivers,o
=novell, Activity: start, Recipient: GUEST_UID 08:05:02,468 ERROR
[VirtualDataAccess] Ldap error getting attributes for object:
GUEST_UID. Error: javax.naming.InvalidNameException: GUEST_UID: [LDAP
: error code 34 - Invalid DN Syntax]; remaining name 'GUEST_UID'
javax.naming.InvalidNameException: GUEST_UID: [LDAP: error code 34 -
Invalid DN Syntax]; remaining name 'GUEST_UID'...
```

If you create a guest account, this error should not occur.

4.6 Spaces and underscores in login strings

eDirectory treats underscore characters as spaces. eDirectory trims leading and trailing spaces from searches submitted to it. Therefore, it is possible to log in as user 'jmiller' by using the username 'jmiller ' or '_jmiller' or 'jmiller_' or even '_____jmiller_____'. This is eDirectory behavior, and is not an issue in Identity Manager. This is documented at https://secure-support.novell.com/KanisaPlatform/Publishing/463/3656313_f.SAL_Public.html (https://secure-support.novell.com/KanisaPlatform/Publishing/463/3656313_f.SAL_Public.html).

4.7 Avoid using a colon (:) in multivalue attributes

Using a colon (:) in a multivalue attribute or attribute description yields an LDAP error in updating the object. The Identity Manager User Application uses a colon as a separator when unpacking the values for a multivalued attribute. As a workaround, avoid using a colon when you specify multivalued attributes and their descriptions.

4.8 Backslashes in entity names are multiplied

If you create an entity such as a user in the User Application and include a backslash in the name, the backslash is multiplied in the full dn, for example `myusername\` becomes `myusername\\`.

As a workaround, avoid using backslashes in entity names.

4.9 Can't log in as two different users in Firefox at the same time

In the User Application, if you log in as User A using a Mozilla-family browser (Firefox, Netscape*, or Mozilla*), then open another browser instance (of the same kind of browser) and log in as User B, you might see information for User B when going back to the first browser instance. This is because browser instances are sharing (and overwriting) the same cookie. This behavior is specific to Mozilla-family browsers; it does not occur with Internet Explorer.

4.10 Using Organization Chart HTML Editor in Firefox causes exceptions

Exceptions may occur in Firefox on Cut, Paste, Copy operations when using the HTML Editor within Orgchart preferences. Mozilla doesn't allow scripts to access the clipboard for security reasons. Therefore, the cut, copy, and paste buttons aren't available in Firefox.

In Firefox, you can download an extension named Allow Clipboard Helper via tools > Extensions, which leads you to the [extension download Web site \(https://addons.mozilla.org/extensions/showlist.php?application=firefox&numpg=10&pageid=2\)](https://addons.mozilla.org/extensions/showlist.php?application=firefox&numpg=10&pageid=2)

After the download, you will see *Allow Clipboard Helper* in *Firefox > tool*.

Open it, specify the server address you want to grant the Clipboard access to, then click *Allow*. You can add as many Web sites as you like. Shut down all the Firefox browsers, restart Firefox, and cut, copy, and paste should be working in Firefox.

4.11 Special characters in the User Application must be escaped

The User Application supports the same characters as iManager. For information on escaping special characters, refer to the iManager documentation on [Special Characters \(http://www.novell.com/documentation/imanager26/imanager_admin_26/data/bovjgnu.html#bovjgnu\)](http://www.novell.com/documentation/imanager26/imanager_admin_26/data/bovjgnu.html#bovjgnu).

4.12 Logging in without first logging out can cause a login failure

When a user is logged into the User Application, loads the login portlet or page from a Bookmark or History, and tries to log in again, the second login does not set up the new portal session correctly. This can cause the second login attempt to fail. To work around this issue, always use the logout link before logging in.

5 User Application: Administration

This section describes issues and workarounds for administering the User Application.

5.1 Workflow Engine Can Time Out Early in a Cluster

Modifications made to the Heartbeat Interval and Factor when a server in the cluster is down can cause that server's workflow engine to timeout prematurely after start. Restarting all servers in the cluster fixes this problem.

5.2 Saving settings in the configupdate utility is not working as expected

If you use the Advanced Options panel in the configupdate utility to customize default settings, your settings are not saved if you click Hide Advanced Options before you click OK. To work around this bug, click OK without choosing Hide Advanced Options.

5.3 Use the Browse button to select the provisioning application driver in the configupdate utility

If you type the name of the provisioning application driver in the configupdate utility, you can use an incorrect case while specifying the name of the object. To ensure that you are specifying the name with correct upper and lower case, use the Browse button to the right of the entry field to look up and select the provisioning application driver.

5.4 Linux users might encounter "Too Many Open Files" error

Linux allows 1024 open files per process but the User Application often requires more. Novell suggests increasing the number of open files to 4096 to avoid a Too Many Open Files error.

Use the `ulimit` command to increase the number of open files. There are some restrictions on `ulimit` for non-root users, but here is an example of how you can use the `ulimit` command to increase the number of open files to 4096 for a non-root user:

- 1 Log in as root.
- 2 Edit file `/etc/security/limits.conf`. Add an entry for the user named `smith` and allow a `nofile` value of up to 4096:

```
smith hard nofile 4096
```
- 3 Log in as user `smith` and pass 4096 to the `ulimit -n` command. You can issue the command again with no argument to see the current value:

```
smith@myhost:~> ulimit -n 4096  
smith@myhost:~> ulimit -n
```
- 4 You might wish to specify `ulimit` in the user environment or the `start-jboss` script so that the new value is always used.

5.5 Groupwise portlets in the User Application don't work with Linux versions of Access Manager Version 3.0.

The GroupWise portlets in the IDM Version 3.5 User Application do not work with the Linux version of Access Manager Version 3.0. This is a known bug. The GroupWise portlets in the IDM Version 3.5 User Application do work with the NetWare-based version of Access Manager Version 3.0, interim release 1.

5.6 Logging configuration screen displays a confusing message when logging enablement to Novell Audit fails

In the User Application, if an administrator selects to *Also send logging messages to Novell Audit* on the Logging page of the *Administration* tab, but the Audit server is not running you might see a confusing message. When the Audit server is not running, the Audit cache is not found by User Application. This means that logging to Novell Audit is not enabled and the check box remains unchecked (as expected) after you submit the request. However, the message displayed at the top of the page says: `Logging changes are updated successfully`. This message should indicate that logging to Novell Audit has not been enabled and should also explain the cause of the problem.

5.7 Provisioning Administrator cannot check status when a workflow uses Single Flow Provision Members and the recipient is a group

When a provisioning administrator uses a workflow defined with the Single Flow Provision Members strategy to request a team resource for a group, the Team Requests page does not permit the provisioning administrator to check the status of the request. The reason for this is that the Team Requests page only permits you to select individual team members, not groups.

To work around this problem, you can use search criteria to filter the requests on the Team Requests page. For example, you could search for requests where the administrator is the initiator, and also specify a time frame and request category.

5.8 Notifications not sent for a request submitted using a Guest User

Notifications might not be sent for requests submitted using a Guest User for request definitions that are created using the definition templates where the template defaults are left unchanged. The error is logged to the application server console.

The default behavior for the request templates is to send a completion notification to the request initiator. If you use the GUEST UID and it is not associated with a Guest Account then the e-mail address evaluation fails, which results in the e-mail not being sent and the error being logged to the application server console.

To complete the setup for notification, do one of the following:

- ♦ Associate the Guest UID with an account. For directions, see the section on enabling Anonymous or Guest Access to the User Application in the *Identity Manager 3.5 User Application: Administration Guide*.
- ♦ If you plan to allow a GUEST UID to submit a request, you can add an input form field to the request form that specifies an e-mail address where the confirmation message is sent. Save the confirmation e-mail address in the flow data document. Modify the finish activity mail to use the saved e-mail address for the TO mapping.

Or, alternatively, turn off notification for the request definition.

5.9 Network file portlet NoClassDefFoundError

A NoClassDefFoundError for the Network File portlet indicates the portlet did not find the `njclv2r` archive file. To resolve this problem:

- ♦ Copy the appropriate `novell-njcl-devel-2006.02.22-....` file for your system from <http://developer.novell.com/wiki/index.php/Njclc> (<http://developer.novell.com/wiki/index.php/Njclc>)
- ♦ Add the `njcl.jar` archive file to the `WEB-INF/lib` directory within the User Application Web Archive (WAR) file. `WEB-INF/lib` can be found under the deploy directory of your JBoss Application Server. This directory is typically `jboss/server/APP_NAME/deploy`.

5.10 Successfully initiating workflows by proxy

To start a workflow by proxy, all of the following must be true:

- ♦ The user with the proxy must also be a User Application administrator.
- ♦ The User Application administrator must have permission to use the workflow.
- ♦ The User Application administrator must have the proxy for the person becoming the initiator.
- ♦ The User Application driver parameter called *Allow Override Initiator* must be set to *Yes*.

As always, for all User Application work, not just proxy workflows, the user in the User Application driver must be a User Application administrator.

5.11 Limiting Account Rights

For security, we recommend limiting the administrator and LDAP guest accounts to the minimum set of rights required to fulfill the intended roles. When assigning the following roles in the User Application (during installation, or with the `configupdate` utility after installation), specify a separate physical Identity Vault user account for each:

- ♦ LDAP administrator
- ♦ LDAP guest (if used)
- ♦ User Application administrator
- ♦ Provisioning Application administrator

5.12 Browse button crashes configupdate utility on Windows

The File Browse button in the configupdate utility sometimes crashes the JVM on Windows XP SP2. To work around this issue, type the full file pathname rather than using the File Browse button.

5.13 Network file accessory portlet has new preference

The NetWork File accessory portlet has added ShortcutsUseFullyQualifiedPath as a new preference.

If True, any shortcuts you specify in the Shortcuts preference must have fully qualified paths.

If False, any shortcuts you specify in the Shortcuts preference must have paths relative to the InitialDirectory. Select False if users will navigate only to subdirectories within the path.

5.14 Exiting Your NetStorage Accessory Portlet Session

To end your NetStorage session and close access to the files you used, click the logout button in the NetStorage Web interface.

5.15 Certificate required for authenticating

The following information on certificates applies to the GroupWise® Mail, Mail/Calendar, and Web Access portlets.

A certificate might need to be installed into the running JVM. Otherwise, when the HTTP client tries to connect, you get an SSL exception rather than a trusted certificate.

In order for user authentication to work, the following sequence must occur:

- 1 Through a browser, log in to your GroupWise server.
- 2 Double-click the lock icon in the lower right corner.
- 3 Select the *Details* tab, click *Copy to file*, then click *Next*.
- 4 Select *Base64*, then click *Next*.
- 5 Specify a name for the file. Click *Next*, then *Finish*.
- 6 Go to the `jre/bin` you are using and enter the following command:

```
keytool -import -trustcacerts -file drive:\folder\  
cert_file_name - keystore ../lib/security/cacerts
```

The URL used to connect to GroupWise WebAccess needs to be specified in the *Fully qualified URL to Groupwise WebAccess* preference value for the portlet. Using this URL, a call is made to `/servlet/webacc` to authenticate the user. This is done via SSL through commons-HTTP client.

On a valid login, `/servlet/webacc` returns `User.context=kjshgfdgjsrdf` (where `kjshgfdgjsrdf` = the GroupWise session value). This is placed on the `UsersPortletSession` for later consumption and URL rendering.

GroupWise has also issued cookies on this request, so the portlet has pulled the cookies and placed those values on the `PortletSession`.

Whenever a doView request is made to the portlet, the portlet must push the cookies to the portlet response; the domain for portlet site must match the GroupWise /servlet or a cross-domain browser issue occurs. This is a security restriction for cookies.

If users haven't set up the user and password for Web Access, they are prompted and allowed to persist the settings into their preferences.

6 User Application: Performance

This section describes User Application performance issues, workarounds, and recommendations.

6.1 Limiting results returned by a workflow query

You can change the limit for results returned by a workflow query in the iManager workflow administration plug-in. The following SOAP end point is set to a 1000-row limit:

```
getAllProcesses(), getProcesses(String, long, T_Operator, String,
String), getProcessesByApprovalStatus(T_ApprovalStatus),
getProcessesByCreationInterval(long, long),
getProcessesByCreationTime(long, T_Operator),
getProcessesById(String), getProcessesByInitiator(String),
getProcessesByRecipient(String),
getProcessesByStatus(T_ProcessStatus)
```

A number of these methods are used by the iManager Workflow Administration function.

To change this setting,

- 1 Open the IDMProv.war.
- 2 Extract the WorkflowService-Conf/config.xml file from the IDMfw.jar.
- 3 Change the value for the WorkflowService/SOAP-End-Points-Process-Query-MaxRows property from 1000 to new setting.

```
<property>
  <key>WorkflowService/SOAP-End-Points-Process-Query-MaxRows</key>
  <value>1000</value>
</property>
```

- 4 Replace the file in the JAR and WAR, and redeploy.

6.2 Limiting stack overflow error results when search criteria match at least 8000 entries

By default, search sizes are not limited. Novell recommends that you control the size (number of entries) and time (seconds) of searches. To do so, adjust settings in any of the following:

eDirectory: Use iManager to modify the TimeLimit and searchSizeLimit ldapServer object attributes search. By default, the values of these attributes is 0 (unlimited). These settings have precedence over the DAL settings. The ldapServer object is typically found in the organization root (for example foo,o=novell).

DAL/VDX: Use the DAL editor to set size and time limits for a DAL entity definition. The limits you set here can restrict but not expand any eDirectory limits that exist. For example, if the entry

limit is 100 in eDirectory, you cannot increase it in the DAL. However, you can decrease from 100. The default size and time limits is 0 (unlimited) in the DAL, with eDirectory settings taking precedence.

Searchlist portlet: Set the Results Limit preference for this portlet. If the value is 0 (the default), the value in the DAL has precedence.

ParamList portlet: Set the Results Limit preference for this portlet. If the value is 0 (the default), the value in the DAL has precedence.

7 Localization

This section describes Localization known issues for Identity Manager.

7.1 E-mail subject text display problem

The Windows GroupWise Mail and Outlook clients have a known bug when displaying the Subject text from an HTML `mailto:` command. This bug appears when the browser uses a double-byte character set language such as Chinese or Japanese.

In this case, when you send identity information from the Detail page, the Subject line has invalid characters because these mail clients do not unescape the double-byte characters correctly.

7.2 Possible issue with character set encoding

You should ensure that the input and output character encodings match those used by the source or destination application. Any characters that are not representable in the selected output are changed to question marks (“?”).

7.3 Locale must be set correctly to display localized characters on an English OS

If you run the User Application Configuration tool (for configuring LDAP settings) in a localized operating system environment, all the text input boxes are displayed correctly. For example, if there are any Chinese distinguished names in eDirectory, or you input any Chinese characters, these are displayed properly in a Chinese operating system environment. However, if you are in an English operating system environment, any Chinese characters entered or returned from eDirectory are displayed as non-readable characters (most likely squares). This is because the Locale is not properly set.

If you are in an English operating system environment and want to display localized characters, do the following:

- In a Windows 2000 environment, go to the Control Panel and select Regional Options. Under the General tab, set *Your Locale* to the local language (for example, Chinese (PRC)).
- In a Windows 2003 environment, go to the Control Panel and select Regional Options. Under the Regional Options tab, select *Chinese (PRC)* and apply the change.
- In a SUSE Linux environment, set the environment variable LANG as follows: `export LANG=zh_CN`

The same basic procedure applies to all languages.

7.4 E-mail has a problem displaying content in double-byte character-set languages

When Identity Manager sends an e-mail containing a double-byte character-set language such as Chinese or Japanese, the e-mail client has a problem reading it. Please contact Novell Technical Support if you encounter this problem.

8 User Application Driver

This section describes issues, workarounds, and recommendations for the User Application driver.

8.1 VDX query fails if the IDM User Application driver contains a parenthesis

If your User Application driver name contains a parenthesis, a search yields an error such as

```
Error: javax.naming.directory.InvalidSearchFilterException:  
Unbalanced parenthesis;
```

Avoid using any parentheses in driver names. A search interprets a parenthesis in the User Application driver name as a delimiter.

8.2 User Application Driver Requires Activation

When the Application Server is down and you restart the activated User Application driver, the driver activation status can display as requiring activation even though the activation credentials have been loaded against the driver. This is a known issue. To avoid or resolve this problem, start the User Application driver after the User Application server is started and available.

8.3 User Application driver must be restarted after creating a new provisioning request definition

The User Application driver reads the list of workflow attributes when the driver is started. If you create a new provisioning request definition, and if you immediately try to create a Schema Mapping policy, the attributes for the new provisioning request definition do not appear in the list of application attributes after you refresh the application schema. This is because the User Application driver needs to be restarted before the provisioning request definition is made available. After creating the new provisioning request definition, stop the User Application driver, then restart before attempting to use the provisioning request definition in policies. Alternatively, in the Schema Mapping policy editor, simply refresh the application schema twice.

9 JBoss Application Server

This section describes issues and workarounds for the JBoss application server.

9.1 Adding JAVA_OPTS to start-jboss.bat not recognized

On Windows 2003, if you uncomment the JAVA_OPTS in the start-jboss.bat file according to the remarks in the batch file, the startup ignores the change. To get this setting to work, edit the JAVA_OPTS settings in the run.bat file.

9.2 Serializer analyzeBean error

You might see the following error on the JBoss console when logging to the User Application.

```
13:33:56,410 ERROR [STDERR] Dec 4, 2006 1:33:56 PM
com.metaparadigm.jsonrpc.Bean
Serializer analyzeBean
INFO: analyzing com.novell.ajax.juice.AjaxServiceResult
```

Please ignore this error. It is because of an unnecessary System.err.println invocation in the JsonSerializer class that is a third-party component used by Identity Manager.

9.3 Missing nproduct.log file

You might encounter the following error in the JBoss console:

```
INFO [STDOUT] Initialize Novell Audit...
ERROR [STDERR] Error writing to NAudit Log file:
/var/opt/novell/naudit/nproduct.log (No such file or directory)
[jlogevent]: Using primary Secure Log Server 164.99.26.214.
```

To resolve or avoid this error and to log events to the NovellAudit (or Sentinel*) server in your Linux/UNIX environment:

- 1 Create the path /var/opt/novell/naudit/ and grant write permission to the user who runs the Identity Manager User Application.
- 2 Add an entry in the /etc/logevent.conf as
LogCachePort=<n> (where n > 1000)
For example, LogCachePort=1234

9.4 JGroups problem requires an upgrade to JGroups 2.4.x

There is a problem in the version of JGroups (Version 2.2.7) that is included in JBoss 4.0.5 GA that can cause performance problems in a clustered environment. For details about the problem, see [Deadlock - JBoss.org JIRA \(http://jira.jboss.com/jira/browse/JGRP-292\)](http://jira.jboss.com/jira/browse/JGRP-292). The issue is resolved in JGroups 2.4. We recommend upgrading to JGroups 2.4 or higher to avoid the problem described in JGRP-292.

Before upgrading to JGroups 2.4.x (or before upgrading any other component in the JBoss install) consult the compatibility list provided by the [JBoss Application Server, JBossCache and JGroups Compatibility Matrix \(http://labs.jboss.com/portal/jboss-cache/compatibility/index.html\)](http://labs.jboss.com/portal/jboss-cache/compatibility/index.html).

For downloads and information about JGroups see [JGroups - The JGroups Project \(http://www.jgroups.org\)](http://www.jgroups.org).

9.5 java.util.NoSuchElementException exception

A `java.util.NoSuchElementException` exception can occur while the User Application is running in a cluster. This exception is a known issue in JBoss and has been fixed in a higher release. Refer to the [JBossCacheManager.findLocalSessions concurrency issue \(http://jira.jboss.com/jira/browse/JBAS-4075\)](http://jira.jboss.com/jira/browse/JBAS-4075) for more information.

Here is an example of the stack trace that occurs for this issue:

```
2007-02-06 14:23:58,231 ERROR
[org.jboss.web.tomcat.tc5.session.JBossCacheManager:processExpires]
processExpires: failed with exception:
java.util.NoSuchElementException
java.util.NoSuchElementException
    at
EDU.oswego.cs.dl.util.concurrent.ConcurrentHashMap$HashIterator.next(C
oncurrentHashMap.java:1131)
    at
java.util.AbstractCollection.toArray(AbstractCollection.java:176)
    at
org.jboss.web.tomcat.tc5.session.JBossCacheManager.findLocalSessions(J
BossCacheManager.java:851)
    at
org.jboss.web.tomcat.tc5.session.JBossCacheManager.processExpires(JBos
sCacheManager.java:1188)
    at
org.jboss.web.tomcat.tc5.session.JBossManager.backgroundProcess(JBossM
anager.java:817)
    at
org.apache.catalina.core.ContainerBase.backgroundProcess(ContainerBase
.java:1284)
    at
org.apache.catalina.core.ContainerBase$ContainerBackgroundProcessor.pr
ocessChildren(ContainerBase.java:1569)
    at
org.apache.catalina.core.ContainerBase$ContainerBackgroundProcessor.pr
ocessChildren(ContainerBase.java:1578)
    at
org.apache.catalina.core.ContainerBase$ContainerBackgroundProcessor.pr
ocessChildren(ContainerBase.java:1578)
    at
org.apache.catalina.core.ContainerBase$ContainerBackgroundProcessor.ru
n(ContainerBase.java:1558)
    at java.lang.Thread.run(Thread.java:595)
```

9.6 Character set encoding support and Tomcat

By default, the User Application character encoding filter is set to Enabled in the User Application's `web.xml`. This setting typically does not require any specific configuration, but it might require changes if you have configured Tomcat for URI encoding. There are two attributes in the

configuration of the Tomcat http/https connector that affect character set encoding and filter configuration: URIEncoding and useBodyEncodingForURI.

--URIEncoding

This entry specifies the character encoding used to decode the URI bytes, after %xx decoding the URL. If not specified, ISO-8859-1 is used. The requirements for this include: Both HTTP and HTTPS connectors have the same configuration. The Charset encoding filter should be modified to include the uri-encoding init parameter. The value of this parameter should be the same as the value of the URIEncoding attribute in the tomcat connector configuration.

```
<filter>
  <filter-name>AggregationServletEncFilter</filter-name>
  <display-name>AggregationServletEncFilter</display-name>

  <filter-class>com.novell.afw.portal.118n.CharacterEncodingFilter</filter-class>
  <init-param>
    <param-name>uri-encoding</param-name>
    <param-value>UTF-8</param-value>
  </init-param>
</filter>
```

--useBodyEncodingForURI

This entry specifies whether the encoding specified in contentType should be used for URI query parameters instead of using the URIEncoding. This setting is present for compatibility with Tomcat 4.1.x, where the encoding is specified in the contentType, or explicitly set using Request.setCharacterEncoding method for the parameters from the URL. The default value is false.

If useBodyEncodingForURI is set to True, the filter configuration should include the use-body-encoding init parameter, for example:

```
<filter>
  <filter-name>AggregationServletEncFilter</filter-name>
  <display-name>AggregationServletEncFilter</display-name>

  <filter-class>com.novell.afw.portal.118n.CharacterEncodingFilter</filter-class>
  <init-param>
    <param-name>use-body-encoding</param-name>
    <param-value>true</param-value>
  </init-param>
</filter>
```

For more details, see the [Web site on Tomcat connector configuration information \(http://tomcat.apache.org/tomcat-5.5-doc/config/http.html\)](http://tomcat.apache.org/tomcat-5.5-doc/config/http.html).

9.7 PermGen space error

You might encounter the following error if you redeploy the User Application often, such as in a development stage:

```
11:32:20,194 ERROR [[PortalAggregator]] Servlet.service() for
servlet
```

PortalAggregator threw exception

```
java.lang.OutOfMemoryError: PermGen space
```

To avoid this error, do one of the following:

- Restart the JBoss server
- Increase the PermSpace value by passing `-XX:MaxPermSize` (for example `-XX:MaxPermSize=128m`) to the Java virtual machine by means of `JAVA_OPTS` in the `start-jboss` script.

9.8 Cache Error

If the User App is configured to send events to Novell Audit, you sometimes see messages such as the following on the JBoss console after the JBoss server starts:

```
03:53:08,625 INFO [STDOUT] CACHE
ERROR>java.net.SocketTimeoutException: Read timed out
03:53:08,625 INFO [STDOUT] CACHE ERROR>          at
java.net.SocketInputStream.socketRead0(Native Method)
03:53:08,625 INFO [STDOUT] CACHE ERROR>          at
java.net.SocketInputStream.read(SocketInputStream.java:129)
03:53:08,625 INFO [STDOUT] CACHE ERROR>          at
java.io.BufferedInputStream.fill(BufferedInputStream.java:218)
03:53:08,640 INFO [STDOUT] CACHE ERROR>          at
java.io.BufferedInputStream.read(BufferedInputStream.java:235)
03:53:08,640 INFO [STDOUT] CACHE ERROR>          at
java.io.DataInputStream.readInt(DataInputStream.java:353)
03:53:08,640 INFO [STDOUT] CACHE ERROR>          at
com.novell.naudit.lcache.ClientConnection.run(Unknown Source)
```

These messages do not seem to affect Novell Audit logging. They can be ignored.

10 iManager

This section describes iManager issues and workarounds.

10.1 Internet Explorer 7 prompts continually for access to the Clipboard

When in iManager, particularly the Policy Builder, Internet Explorer 7 continually prompts you for access to the Clipboard. To disable prompting:

- 1 Click *Tools > Internet Options*.
- 2 Select the *Security* tab, then click *Custom Level*.
- 3 Locate *Scripting > Allow programmatic clipboard access*, then select *Enable*.

After you restart Internet Explorer, the prompting stops.

10.2 iManager plug-in error: The driver password could not be saved

This issue is fixed by upgrading to NMAS® 2.3.9.

10.3 iManager plug-in dependency for the NDS-to-NDS Driver Certificates Wizard

If you want to use the NDS-to-NDS Driver Certificates Wizard, you must download and install the iManager plug-in for Certificate Server.

10.4 Problem with iManager tasks when using Mobile iManager 2.6 on SLED or SLES 10.

When using the Identity Manager 3.5 plug-ins and Mobile iManager 2.6, iManager might quit unexpectedly when you select certain Identity Manager tasks. This issue occurs because of an error in the Javascript* handler of the embedded Mozilla browser that is delivered with Mobile iManager on Linux.

As a workaround:

- 1 Start Mobile iManager, then minimize it.
- 2 Open your supported browser, then access iManager at the following address: <http://localhost:48080/nps/iManager.html>.

11 Password Management

This section describes password management issues, workarounds, and recommendations.

11.1 Limited support for multi-language challenge sets

The User Application included with Identity Manager 3.5 supports the full use of multi-language challenge sets. You can configure this functionality through iManager and setting password policies.

If you are using the Novell Client™ 4.9.1 or older, or Password Management for Novell eDirectory, this multi-language feature is not yet supported. You should not assign password policies to users if you have defined challenge sets in more than one language. For example, you can define challenge sets for French, but not French and German.

11.2 Error Occurs When Using Self-Signed Certificates and the External Forgot Password Management WAR

If you are using self-signed certificates and the external forgot password management WAR on JBoss, you might see the following exception:

```
java.lang.RuntimeException: javax.net.ssl.SSLHandshakeException:  
sun.security.validator.ValidatorException: PKIX path building failed:  
sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path  
to requested target.
```

This occurs when the external forgot password management WAR calls a web service running in User Application through SSL (which is defined as "Forgot Password Return Link" field in configupdate utility.) If the server certificate is not trusted by CA, without server trusted certificate imported to the trusted store, the above error occurs.

To workaround, you must get a trusted certificate from the JBoss SSL server where the User Application is running. You should then import it to the cacerts of the JRE where JBoss is running the external forgot password management WAR.

The command you use is similar to the following:

```
keytool -import -file trusted_cert_from_ua_server.cer -keystore  
cacerts -storepass changeit -alias extpwd_certs
```

11.3 Password policies are not inheritable

Password policies are not inheritable. The User Application administrator must explicitly apply the password policy to a container in which users are created. Failure to do so can yield this error:

```
Invalid Secure Password Manager (SPM) request. If the problem  
persists, contact your System Administrator.
```

11.4 Redirected user can bypass authentication checks

If a user is redirected after login to change the password or challenge response hint, the user can type a URL of the portal and bypass the authentication checks until next login.

11.5 Sensitive data in a user session is not encrypted

Sensitive data (for example, a login password for single sign-on) in the user session is not encrypted in this release. This might expose sensitive data to network sniffers. To protect sensitive data that is temporarily stored in the user session and that might be transmitted over the network during session replication in a clustered environment, you need to do one of the following:

- ◆ Enable encryption for JGroups. For information about enabling JGroups encryption, see [JGroups Encrypt \(http://wiki.jboss.org/wiki/Wiki.jsp?page=JGroupsENCRYPT\)](http://wiki.jboss.org/wiki/Wiki.jsp?page=JGroupsENCRYPT).
- ◆ Make sure that the cluster is behind a firewall.

12 Documentation

This section describes additional documentation resources and corrections to the IDM documentation.

12.1 Additional documentation is available on JBoss setup

The *Identity Manager 3.5 User Application Administration Guide* contains some information on configuring JBoss. If you need further information on JBoss set up, refer to the following sources:

- ◆ For details on configuring JBoss as a service on SUSE, see [Novell's Cool Solutions Web site \(http://www.novell.com/coolsolutions/feature/14912.html\)](http://www.novell.com/coolsolutions/feature/14912.html).

- ♦ For Apache SSL setup, see the appropriate section on the [JBoss Web site \(http://www.jboss.org/wiki/Wiki.jsp?page=Tomcat\)](http://www.jboss.org/wiki/Wiki.jsp?page=Tomcat).
- ♦ For information on IIS SSL setup, see the [JBoss Forum: Installation, Configuration, and Deployment \(http://jboss.org/index.html?module=bb&op=viewtopic&p=3816794#3816794\)](http://jboss.org/index.html?module=bb&op=viewtopic&p=3816794#3816794).

12.2 Enabling single sign-on in accessory portlets

For Identity Manager 3.5, in the Accessory Portlets Guide, replace each description of how to enable portlet SSO with this procedure:

To enable portlet Single Sign On:

- 1 In the User Application, open the Administration tab and choose *Application Configuration*.
- 2 Select *Password Module Setup > Login*.
- 3 Click the radio button that enables SSO.

12.3 Section 13.3 of the IDM 3.5 User Application: User Guide has text in the wrong place

Section 13.3 of the IDM 3.5 User Application: User Guide states that the Provisioning Application Administrator has the ability to define delegate assignments for any user, group, or container in the organization. This text is correct, however, it is in the wrong place in the book. It should have been added under Section 11.5.

12.4 User Application: User Guide, Section 9.2

The first paragraph of Section 9.2 of the *IDM 3.5 User Application: User Guide* should read: “By default, after you have logged into the Identity Manager user interface and selected the Requests & Approvals tab, the My Tasks page displays.”

13 Documentation Conventions

In this documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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